

# II Sisi Museum

EXPERIENCE THE IMPERIAL HOFBURG

## HOUSE RULES

SISI MUSEUM, IMPERIAL APARTMENTS,

Dear visitors,

We are delighted to welcome you to the Sisi Museum! To help make the most of your visit and at the same time to help protect the Museum and its artworks, we ask you to observe a number of rules while on the premises.

The following House Rules apply to all visitors across the entire Sisi Museum site:

### VISITORS

The House Rules must be observed, and all instructions given by supervisory staff must be followed. Any visitor failing to observe the Rules or follow instructions may be asked to leave the premises. Parents or accompanying adults are fully and solely responsible for supervising the children and young people in their care and for their conduct. The staff of the museum shall not assume any supervisory duties in respect of visitors under 18 years of age. Similarly, accompanying teachers, group leaders, etc. are responsible for the conduct of all under 18s in their care. Children under 14 may only enter the exhibition rooms when accompanied by a supervising adult. For visitors with special needs, we offer barrier-free access to our attractions, as well as numerous other services. Please ask a member of staff for further information.

### ADMISSION CHARGES AND OPENING HOURS

The current opening hours and admission charges can be consulted in the foyer and on our homepage [www.sisimuseum-hofburg.at](http://www.sisimuseum-hofburg.at).

Admission tickets are valid for one-time entry to our attractions and, during your visit, must be presented to the museum stewards upon request. Some rooms may need to remain closed on safety grounds or due to renovation work. We regret that admission charges are non-refundable following entry. Tickets purchased from the ticket machine or the Imperial Austria Online Ticket Shop ([www.imperialtickets.com](http://www.imperialtickets.com)) are generally non-refundable. No cancellation right applies following purchase. In particular, any payment made for guided tours cannot be reimbursed in the event of failure to arrive for the start of a tour. Please ensure that you note the entry time stated on your ticket and that you arrive at the gate on the second floor in good time for the start of your tour. Failure to arrive on time will render your ticket invalid. Any special terms and discounts are only available from the ticket offices. Valid admission tickets can only be purchased from our on-site cash desks, from ticket machines and from the Online Ticket Shop (or, in the case of combined tickets, also from our partners). Vouchers or coupons are not valid for entry and therefore need to be exchanged for valid tickets at a ticket office.

## IN THE DISPLAY ROOMS

Bicycles, scooters, other vehicle-like devices and bulky objects must not be taken into the exhibition area.

Exhibits and wall panelling may not be touched, damaged or interfered with in any manner. Please ensure that you maintain the required distance of 50 cm from all artworks. Barriers may not be manually opened or crossed. In order to keep the premises clean, no food or beverages are permitted in the display rooms (though you may carry a water bottle with a resealable closure). Out of consideration for other visitors, we ask you please to refrain from using your phone for voice calls and from engaging in loud conversation. Smoking is prohibited in the entire interior of the Sisi Museum. Across the entire site, animals (with the exception of assistance dogs) are not permitted.

The use of tripods, selfie sticks or similar photographic or video equipment is prohibited at the museum, as is the use of flash and similar forms of lighting. Any photos or videos taken may only be used for personal, non-commercial purposes. Photography and filming for other purposes requires a paid permit. For further information, please see the section "Film and Photo" on our website [www.sisimuseum-hofburg.at](http://www.sisimuseum-hofburg.at)

## SECURITY AND EMERGENCIES

Please bear in mind that the Sisi Museum is a historic, listed monument, and that some parts of the building do not meet present-day construction standards. This may be the case, for instance, with stair railings, stairs and steps, handrails and floor coverings, as well as the height of passageways, balustrades, windows and parapets. For this reason, during your visit to the Museum, please pay attention to your immediate surroundings and heed any warning notices displayed. Schloß Schönbrunn Kultur- und Betriebsges.m.b.H., who manages the Sisi Museum, assumes no liability with regard to deviations from present-day construction standards. For security reasons, the exhibition rooms are subject to video monitoring. By purchasing a ticket, you are consenting as a visitor to being the subject of video recording as part of the monitoring process and to the retention for security purposes of the video recordings obtained. Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. reserves the right to pass such recordings on to the authorities or the courts at their request. In the event of an acoustic alarm, please refer to a member of the supervisory staff. Stay calm and follow the instructions given by the museum stewards and tour guides. In such a situation, the elevators may not be used. Emergency exits may only be used in an emergency, and exits, staircases, corridors and escape routes must be kept free of obstructions at all times.

In the event of a medical emergency, please refer to a member of the supervisory staff.